

# DENNIS HATCHER

Zieglerville, PA | [resume@dennishatcher.net](mailto:resume@dennishatcher.net) | (267) 875-0000

**Accomplished Information Technology Professional** in the successful development and implementation of software applications and programs, turning them into bottom-line results to streamline customer and vendor communications and maximize profitability. Exemplary record in effectively collaborating with cross-functional teams, analysts, internal and external stakeholders. Effective in the motivation and development teams to exceed expectations. Proven ability to integrate out of the box thinking and perform analysis to improve processes, systems and methodologies

## CORE COMPETENCIES

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- Enterprise Platforms
- Hardware and Software Upgrades
- Cross-Platform Integration
- Business Process Improvements
- Project Management and Tracking
- Product Requirements Documentation
- Budgeting and Resource Management
- End-To-End Product Life Cycle
- Digital Project Coordination
- Strategic Planning

## ACCOMPLISHMENTS

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- Received Professional Certification in Agile and SCRUM (PCAS) from Villanova October 2016
- Currently holding an active Information Technology Level 2 clearance; received April 2015.
- Spearheaded the innovation of three initiatives resulting in new client product offerings in fewer than thirty-six months; each engineered to be scalable and eventually white-labeled.
- Built several mobile applications including native, hybrid, and web apps dating back to 2002.
- Designed, developed and produced a PDMA compliant Signature Capture application, which was successfully implemented by a former pharmaceutical client.
- Successfully demonstrated the use and reasoning of responsive layout techniques to a med-legal review board and the cost effectiveness of responsive layout to the client.
- Promoted from Database Developer to IT Director after two years of employment.
- Developed several internal tools to automate mundane tasks that were quickly adopted by other developers and implemented in various projects.

## TECHNOLOGY SKILLS

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**Development:** Visual Studio 2002-2015, ASP.NET MVC, ASP.NET, Visual Basic.NET, C#, pHp, Objective-C, Java, HTML5, CSS3, FoxPro, SQL Server 2000-2012, SQL Server 2005/2008 Reporting Services (SSRS), SQL Server 2005/2008 Analysis Server (SSAS), SQL Server 2005/2008 Integration Services (SSIS), Microsoft Entity Framework, XCode, PhoneGap, Eclipse, MySQL, Oracle 11g

**Systems:** TFS 2015, Salesforce.com, Veeva Systems, SharePoint 2010, SugarCMS, Exact Target, phpList, DaDa Mail, Windows (All versions), Mac, RedHat Linux, Joomla, Fedora, Ubuntu, Redmine, Bugzilla, Subversion, Visual Source Safe, Apache Web Server, Novell Netware, Git

**3D/Gaming:** Unity 3D, Blender 3D, 3D Max, Photoshop, Macromedia Studio MX, Bryce 5.0, Poser 4.2, Flash CS 3-6, Flex Builder, MS Kinect SDK v1 and v2

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## PROFESSIONAL EXPERIENCE

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**Developer/Consultant/Owner**

July 2013 – Current

DENNIS HATCHER TECHNOLOGIES, LLC, Zieglerville, PA

Founded Dennis Hatcher Technologies, LLC (d/b/a Digitally Inclined Solutions) to provide a broad skill set coupled with low cost design, implementation, and service to various clients in need of short term support. Manage all development vendors and contractors.

- NAGTEX, INC/HP ENTERPRISE – Lead UX specialist, visual designer, and .NET developer (C#) on a Medical Logistics Research and Development project within the Defense Logistics Agency (DLA) Troop Support.
- GOYWP.com – Developed a Phonegap hybrid app based on armorseed.com content.
- MD ALIGNE – Customer Portal written C# and SQL Server. Assisted in hiring another developer and a visual designer to assist with the project.
- OOGEOOGEE – Implemented a hip-hop lifestyle Joomla site with auction and e-commerce capabilities.
- PULSE CX – Implemented raw assets (shelled out HTML) into a Veeva CLM Presentation.
- CREDIT NERDS – Serviced a pHP/mysql site that is used to generate credit repair letters for clients to send to credit bureaus for corrective actions.
- MEASURED MARKETING – Designed CRM proof-of-concept using SuiteCRM with a custom module and various reports based on the data in the custom module.
- ANVANTRougUE – Designed and Developed three PhoneGap apps to pitch to a potential client to demonstrate the tradeoffs of using a hybrid solution instead of native code for Android and iOS.

**IT Manager**

August 2016 – October 2017

PULSE TECHNOLOGIES, Quakertown, PA

Planned, directed and managed the daily operations of Enterprise systems, security systems and communications systems. Established and enforced policies in accordance with company guidelines. Responsible for all organizational security issues including computer, network, and facility fire, burglar, and access systems. Managed all training issues regarding new software and/or new users.

- Maintained project backlogs to ensure timely delivery of custom applications and reports used throughout the Enterprise using an Agile methodology.
- Managed the IT staff by overseeing the designs, specifications, configurations, and installation of network hardware and software.
- Communicated and coordinated with other department heads to report and resolve software, hardware, and operations problems.
- Participated in weekly and quarterly Management Staff meetings develop solutions consistent with organizational objectives established by the Board of Directors.
- Negotiated contracts with and coordinated activities of hardware, software, telecommunications, support, and training vendors.
- Developed, implemented, and maintained disaster recovery policies and procedures.
- Maintained a yearly budget, covering three years, based on projected needs of the organization.

**Director of IT**

July 2011 – December 2013

ROSKA HEALTHCARE ADVERTISING, Montgomeryville, PA

Worked directly with the Executive Team to mitigate any impediments to growth of the organization and success of the client projects. Served as a member of the Management Team charged with implementing Executive-level directives to meet strategic goals. Oversaw a team of developers, network engineers, and project coordinators to ensure that not only the client work is completed on time and budget, but also the organization's infrastructure is maintained and remains operational.

- Managed all development vendors and contractors.
- Developed and managed all hardware and software budgets across the entire organization.
- Collaborated with the Strategy team to ensure the feasibility of the strategic vision to accomplish objectives in the established time frame and budget.
- Coordinated with the Client Service and Project Management teams to relay strategy to the client and why the proposed solution will best meet their needs.
- Directed development team as well as participated in the development of new CLM Presentation content for Veeva's iRep (v18 and v19).

**Lead Developer**

July 2009 – July 2011

ROSKA HEALTHCARE ADVERTISING, Montgomeryville, PA

Trained development team to navigate Salesforce.com to create Key Messages, Sub-Presentations, and CLM Presentations for Veeva's iRep tool. Worked with various pitch teams with proof-of-concept Augmented Reality demonstrations. Created an Agency e-Business card with QR Codes that contained their profile picture, contact information and biography that could be downloaded as a v-card.

- Developed and produced 3-D environments for sales pitches using Unity 3D and Blender.
- Designed web-based QR code generators and various CRM systems.
- Created a holiday website that implemented Augmented Reality that was email blasted to clients.
- Engineered a system that included an iPad data capture component, smart TVs, and a laptop server that used a web service to transmit that data off site — the caveat: the site was on various PGA golf courses as part of a touring pavilion.
- Maintained daily processes that generate new mail files as well as processes opt-in data and opt-out data for the systems. Automated the processed to be run automatically on an overnight schedule.
- Formulated an email campaign that used a personalized URL to track any visitors to the site. Once a user navigated to the site, they could then generate personalized PDF requesting samples from the client. The site was built using ASP.NET MVC, Entity Framework, iTextFree and C-Sharp.
- Built a web User Control that would generate a QR Code bar code that could encode email, URL, SMS, text, or phone numbers. The barcode then could be decoded with a smart phone and be redirected to a webpage, phone call, SMS message, or back into the text encoded within the code.

**Application Developer**

January 2006 – July 2009

ARCHI-TECH SYSTEMS, Ewing, NJ

Developed a PDMA Part 141 compliant application using Visual Basic.NET 2005 and SQL Server 2005 that allows pharmaceutical sales representatives to enter samples dropped off to a prescriber and to obtain an electronic signature using the Microsoft.Ink capabilities on a Tablet PC. Utilized Microsoft's ClickOnce technology for deployment and any upgrades that are published. Prescriber demographics are synchronized to the Tablet by consuming a web service written in Visual Basic that queries a SQL Server 2005 database and returns the data as XML. The application encrypts the signature/sample data and then posts the data back to the central servers using the web service. The processed data is available to the Corporate Home Office through a series of SQL Server 2005 Reporting Services reports and through a Server 2005 Reporting Services report model for any Ad-Hoc reports. Other Server 2005 Reporting Services reports are available to the field representative through the Sales Force Automation website written with ASP.NET and Visual Basic. Developed a series of Excel reports that utilized data visualization through a series of charts using Visual Basic.

- Designed and developed a data mart that platforms IMS Xponent Plan-Track data using SQL Server 2005 as a back-end and SQL Server 2005 Integration Services for ETL. I then designed the Business Objects Universe for the Web Intelligence front end. I also trained internal users in Business Objects in order for the QC team to verify the data load routines.
- Created a GIS (Geographical Information System) proof-of-concept by automating Microsoft Mappoint to color-code region, district, and territory sales data on a US map using Visual Basic 2005 and SQL Server 2005.

- Developed four data marts (staged in SQL Server 2005) that platforms data or uses a custom front end using ASP.NET and one site that sits underneath Business Objects Web Intelligence.
- Formulated a class library that standardized user management for websites by overriding Microsoft's Membership provider.
- Worked closely with a Marketing firm to redesign and develop a new corporate internet site for Archi-Tech Systems.
- Completed a data mart using SQL Server 2005 Reporting Services and SQL Server 2005 Analysis Server in which the Sales department uses to demonstrate to potential clients.
- Maintained two Sales Force Automation websites that implement ASP.NET with Visual Basic code-behind, as well as designed and maintained an e-Delivery website that was also written is ASP.NET with Visual Basic as the code-behind.
- Automated backup processes of all applications that I developed.
- Maintain the documentation of all projects I developed.

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**Application Developer**

National A-1 Advertising, Philadelphia, PA

January 2005 – December 2005

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**Project Lead**

FMI DIRECT MAIL, Philadelphia, PA

September 2004 – January 2005

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**Consultant**

TEKNASPAN CORPORATION, Broomall, PA

July 2004 – September 2004

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**Information System Specialist**

FLORISTS' INTERLINK, Paragould, AR

January 2001 – June 2004

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## EDUCATION

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**Bachelor of Science, Management Information Systems, Concentration in Operations Technology**

ARKANSAS STATE UNIVERSITY, Jonesboro, AR, 2001

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## CERTIFICATIONS

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- Professional Certification in Agile and SCRUM (PCAS) from Villanova October 2016
- Certified Novel Administrator, Business Objects Report Designer, Business Objects Universe Designer, Business Objects Advanced Report Design, Business Objects Dashboard Designer